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Revised

**CITY OF RIVERSIDE**  
**HUMAN RESOURCES DEPARTMENT**  
**CLASSIFICATION SPECIFICATION**

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**TITLE: CLAIMS EXAMINER**

**DEFINITION**

Under general supervision, to examine and adjust claims for Workers' Compensation benefits; to monitor claims expenditures; to communicate with physicians, supervisors, employees and attorneys regarding illness or injury related to employment; and other related duties as required.

**DISTINGUISHING CHARACTERISTICS**

The incumbent of this class performs Workers' Compensation claims examining and adjusting and related duties under the direction of the Health/Workers' Compensation Manager within the Personnel Department. This position is distinguished from the Claims Administrator in the complexity and reserve amount of the cases handled.

**REPORTS TO:**

**SUPERVISION RECEIVED AND EXERCISED**

**EXAMPLES OF DUTIES**

Duties may include, but are not limited to, the following:

- Review, examine and adjust Workers' Compensation claims.
- Receive and record all claims and determine compensability.
- Authorize medical treatment and/or change of physician utilizing California State Workers' Compensation Law.
- Compute and authorize payments according to California Labor Code.
- Set reserves.
- Advise employees and dependents of entitlement to Workers' Compensation benefits under state law and City policy.
- Arrange special investigations and medical examinations.
- Advise departments regarding procedures and reporting deadlines involving work related injuries.
- Contacts injured employee to explain benefits and legal rights under the Labor Code.
- Prepare subrogation and litigation cases and correspond with doctors and attorneys on litigated cases.
- Attend WCAB hearings and authorize settlements as directed by the Health/WC Manager.
- Serve as custodian of records; produce record and attest to validity under the direction of the court by subpoena.
- Develop documentation for claims reports by requesting substantiating reports from physicians, supervisors and witnesses.
- Compile pertinent facts, make thorough analyses, and arrive at sound decisions.

## QUALIFICATIONS

### Knowledge of:

- State of California Labor Code and Workers' Compensation law.
- Medical terminology, anatomy, and technical terminology used in the medical profession related to the cause and treatment of occupational injuries and diseases.
- Investigative techniques, methods and procedures.

### Ability to:

- Compile pertinent facts, make thorough analyses of Workers' Compensation claims and arrive at sound decisions.
- Understand, interpret and apply State Labor Code, Workers' Compensation Law, and City regulations.
- Deal effectively with employees and the public.
- Present ideas concisely and effectively, orally and in writing.

### Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to an Associate Art degree (60 semester or 90 quarter units) from an accredited college. Additional qualifying experience may be substituted for the required education on a year-for-year basis.

Experience: Two years of increasingly responsible experience in investigating and processing Workers' Compensation Claims.

**MEDICAL CATEGORY:** Group 1

**NECESSARY SPECIAL REQUIREMENT**

**CAREER ADVANCEMENT OPPORTUNITIES**

**FROM:**

**TO:**